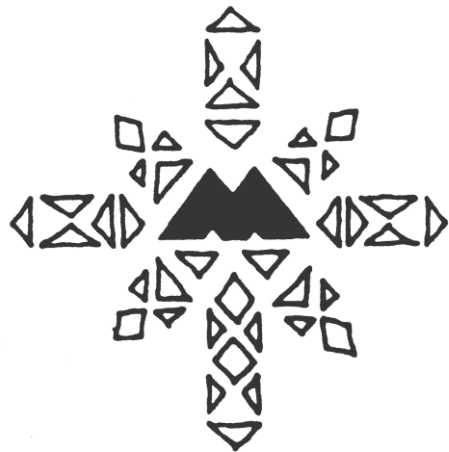




## Munjarra Co-operative Ski Club Limited

### Booking Information 2023-2024

[www.munjarra.com.au](http://www.munjarra.com.au)

All communications to:

**Booking Manager**

**Munjarra Co-operative Ski Club Limited**

**C/- P.O. Thredbo Village NSW 2625**

**Telephone: (02) 6457 6372**

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#### 2023-2024 Booking Periods

| Season                  | Opening Date                 |                                         |                         |                                            |
|-------------------------|------------------------------|-----------------------------------------|-------------------------|--------------------------------------------|
|                         | Easter 2024<br>(March/April) | 2023<br>Snowsports<br>(June to October) | Xmas 2023 /<br>New Year | All Other Times                            |
| <b>Member Bookings</b>  | 8 February 2023              | 8 February 2023                         | 8 February 2023         | Anytime<br>(up to 12 months in<br>advance) |
| <b>General Bookings</b> | 29 November 2023             | 8 March 2023                            | 23 August 2023          | Anytime<br>(up to 12 months in<br>advance) |

- ❖ The Munjarra Online Booking System ([www.munjarra.com.au](http://www.munjarra.com.au)) is the preferred method of booking to stay at Munjarra and is available to make a booking at any time.
- ❖ There is a three-week Member Booking exclusive period from 8 February 2023 where members can preferentially book to stay at Munjarra lodges during any season or at any time until 3 June 2024. All bookings will be blocked from 1 March 2023 until 8 March 2023. General Bookings open from 8 March 2023 for bookings to stay at Munjarra lodges during any season or at any time until 8 June 2023.
- ❖ The Munjarra Online Booking System will be configured to accept online bookings per the dates above. The Booking Manager will only be available to take telephone enquiries from the Opening Date indicated in the Booking Period table. Please do not phone before this date.
  - All booking applications received prior to the Opening Date (Online and Manual) are deemed to have been simultaneously received on the Opening Date.
- ❖ Manual bookings will still be accepted through the previous process (email or post), however a \$25 administration charge will apply per room booking for each stay + transaction fees.
  - If a manual booking is made for a week in winter, a week at Xmas and a week at Easter – being 3 separate stays, then 3 x \$25 = \$75 would apply. If a manual booking is made for two separate stays during winter – say first week at Thredbo and the next week at Perisher, then 2 x \$25 = \$50 would apply.
  - The manual booking charge is per room booking per stay, so the example above would apply for each room booking.
- ❖ Bookings made during the General Booking period are processed in the order they are received by the Online Booking System.

Note the Booking Manager will be entering manual bookings into the Online Booking System on behalf of the manual booking requester, so a manual booking may no longer be available if the Online Booking System has accepted a booking prior to the Booking Manager entering the manual booking.

- ❖ Members, Associate Members and Senior Associate Members may book for a Non-Member companion sharing the same room to accompany them to the lodge for up to one week of each Season in the above table (per year) at Member rates. Companion bookings will be accepted during the Members Booking period.
  - Note: The Non-Member companion discount is not available to Member Children, however Member Children are eligible to become Associate Members and can then receive the companion discount. Refer to the Associate Member rules.

### Booking Applications

- ❖ Booking standards are as follows:
  - Weekly bookings are from Saturday to Saturday
  - 5-night bookings (at Weekday discount rate) are only available for Sunday to Friday stays
  - Daily rates and surcharges where applicable will apply to weekends and all other periods less than one week.
- ❖ Check the Munjarra website during the season at [www.munjarra.com.au](http://www.munjarra.com.au) for special deals, information on vacancies, or to download additional booking forms.

### Group bookings

#### Thredbo lodge

- ❖ Where a group of Members seek to make a group booking during the Member Booking period, each Member family must submit separate bookings.
  - If the group request results in an Overbooking, the Overbooking Procedure details how this will be resolved.
- ❖ Non-Member "whole-of-lodge" booking applications are welcome.
  - Please contact the Booking Manager for further enquiries and applicable accommodation rates.

#### Perisher lodge

- ❖ Interested persons may request a booking for Perisher on a "whole-of-lodge" basis for up to 12 people
  - Requests for "whole-of-lodge bookings" will be considered after the Member Booking period
- ❖ Each Member family should submit separate booking forms.

### Unfinancial members

- ❖ Booking applications online or received via Booking Manager from any unfinancial Members, Associate Members or Senior Associate Members will not be processed until the Club Member is financial again, including the back-payment of all outstanding subscriptions.

### Payments

- ❖ Payments through the Online Booking System must be with a credit card and a 1.5% merchant fee is applied to the transaction. Manual bookings may be made by Visa or Mastercard.
  - Note that a \$25 administration fee applies per room booking per stay and a fee of 1.5% will also be added to credit card transactions.
- ❖ Please allow at least 30 days for processing of any refunds.

### Booking Modifications and Cancellations

|                                                                                | Member Booking period                                                                                                                                                                                                                                                                | General Booking period                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Date Changes</b>                                                            |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                         |
| Within same Season (subject to availability)                                   | Change request only permitted once per booking.<br><br>No administrative fee.<br><br>Subsequent cancellation is same as <4-week cancellation.<br><br>Must pay incremental increase if revised date tariff is higher.<br><br>No proportionate refund if revised date tariff is lower. | Change request only permitted once per booking.<br><br>\$100 administration fee.<br><br>Subsequent cancellation is same as <4-week cancellation.<br><br>Must pay incremental increase if revised date tariff is higher.<br><br>No proportionate refund if revised date tariff is lower. |
| Defer to future Season                                                         | Not Permitted – refer to Cancellations                                                                                                                                                                                                                                               | Not Permitted – refer to cancellations                                                                                                                                                                                                                                                  |
|                                                                                |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                         |
| <b>Cancellations</b>                                                           |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                         |
| More than 6 weeks before booking*                                              | Full Refund                                                                                                                                                                                                                                                                          | 75% Refund                                                                                                                                                                                                                                                                              |
| Between 4-6 weeks before booking*                                              | 50% Refund                                                                                                                                                                                                                                                                           | 50% Refund                                                                                                                                                                                                                                                                              |
| Less than 4 weeks before booking*                                              | No Refund                                                                                                                                                                                                                                                                            | No Refund                                                                                                                                                                                                                                                                               |
| * Accommodation determined by ballot at any time is NOT eligible for a refund. | No Refund                                                                                                                                                                                                                                                                            | No Refund                                                                                                                                                                                                                                                                               |

### Room allocation

- ❖ Families with children will be allocated loft rooms during peak periods.
  - Requests for separate 2-bed rooms for children may be allocated subject to availability

- ❖ Requests for single rooms will be considered on a case-by-case basis, subject to availability and not typically available in peak periods (unless the Member pays for the whole room)

#### **School holidays**

- ❖ Preference will be given to 7-night bookings during the school holidays.

#### **Christmas & Easter**

- ❖ Christmas and Easter bookings must be made for at least 3 nights

#### **Accommodation Rules**

- ❖ No person may stay at either lodge without having a prepaid, confirmed booking. Please present evidence of your confirmed booking to the lodge manager upon request.
- ❖ Winter Check-in time is 4:00pm and check-out time is 10:00am. (Summer Check-in is 2:00pm)
- ❖ Guests at both lodges provide their own towels and linen in Summer and Winter.
  - Towels and linen are available at the Thredbo lodge during Winter for an additional fee.
- ❖ Guests at Perisher Lodge provide and prepare their own meals.
- ❖ Guests at Thredbo lodge provide and prepare their own meals outside of the Snowsports season.
- ❖ All guests are required to assist with the daily cleaning and operation of the lodges including bathrooms, fireplaces and other common areas.
  - Guests are responsible for making their own beds and for the daily cleaning and maintenance of their rooms, including ensuite bathrooms, if provided.
  - Lodges should be thoroughly cleaned and tidied on the day of departure and blankets should be folded and evenly distributed amongst the bedrooms.
  - Note: during Winter, the rooms at Thredbo are cleaned professionally when vacated (included in the accommodation rate), however guests are required to leave their rooms in a tidy state.

#### **Booking Process**

- ❖ Booking applications from Members (including accompanying Non-Member bookings - i.e. Non-Members and Non-Member Children) can be lodged when the booking window opens via the online booking system or by email with confirmation credit card details.
- ❖ All manual booking applications received prior to Opening Date (before 8 February 2023) will be deemed to have been received on Opening Date regardless of when they are submitted.
- ❖ From 1 March 2023 the Booking Manager will determine any times when accommodation is overbooked. The Booking Manager will contact impacted Members and conduct a ballot of

Member bookings when required (i.e. excluding any accompanying Non-Member bookings received).

- ❖ If any rooms remain available immediately following the Members ballot, a ballot of accompanying Non-Member's bookings will take place.
- ❖ Note all bookings received prior to Opening Date cannot be confirmed until Opening Date.
- ❖ On Opening Date, booking applications from Non-Members will open. Bookings will also continue to be accepted from Members. From the Opening Date all bookings will be accepted as they are received and will be according to availability of rooms.

#### **Overbooking Procedure (including Ballot)**

Overbookings which may arise during the Member Bookings period will be resolved as follows:

1. The Booking Manager shall inform each impacted Member of the overbooking and indicate to impacted Members the Booking Manager intends to hold a ballot on a specified date (during the first week of March).
2. Prior to the specified ballot date, impacted Members can withdraw their booking and obtain a full refund.
3. On the specified ballot date, the Booking Manager will determine whether an overbooking scenario still exists and if so, the Booking Manager will conduct a ballot on the following basis:
  - a. The Booking Manager will allocate rooms for Members, Associate Members and Senior Associate Member with valid priority from an earlier year (i.e. as they missed out on their booking under a previous ballot) and determine the available remaining space.
  - b. Select and include all Members participating in the ballot. (A family consisting of a Member plus Associate Members and/or Senior Associate Member will be consolidated to a single booking attached to the Member for purpose of the ballot).
  - c. Bookings will be drawn sequentially until there are no remaining rooms available to accommodate the size of the booking which corresponds to the bookings drawn (including the accommodation needs of any Associate and Senior Associate Members consolidated to the Member booking).
    - Note – where the size of a Member booking (e.g. due to inclusion of Associate and Senior Associates) exceeds remaining available room space, that Member booking will be unsuccessful, and the Booking Manager will re-draw from the ballot until an acceptable size Member booking is drawn. The unsuccessfully drawn Member(s) will be given highest priority the following year.
  - d. Repeat step (b) and (c) for the second-round ballot comprising Associate Members
  - e. Repeat step (b) and (c) for the third-round ballot comprising Senior Associate Members

- f. Members, Associate Members and Senior Associate Members who do not receive a room under the ballot process described in steps (b) to (e) will be given priority as per step (a) the following year.

From the specified ballot date provided by the Booking Manager, participants in the ballot are NOT entitled to change dates, change the Member making the booking or request a refund of accommodation charges. Ballot results are personal to the successful participating Member. Ballot results are NOT TRANSFERABLE in any way.

- 4. Members who were unsuccessful in a ballot for the coming year will be fully refunded AND entitled to priority during the equivalent corresponding Season of the following year. Priority is personal to the participating Member, which can be deferred for up to three years.

Overbookings during the General Period will be resolved by the Booking Manager at the time of occurrence. The Booking Manager will endeavour to prioritise Members above Non-Members.

## Membership Entitlement Summary

| Entitlement                                                                                 | Member                                                                                                                                                                                                     | Associate Member (AM)                                                                                                                                                         | Senior Associate Member (SAM)                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shares                                                                                      | 2,020 shares (1 Parcel)                                                                                                                                                                                    | Nil                                                                                                                                                                           | Nil                                                                                                                                                                                                                                                                                                   |
| Entitlement secured by:                                                                     | Purchasing a parcel of shares. Shares may be purchased directly from the Club or by private agreement negotiation with an existing shareholder. Share ownership must be registered with the Club Secretary | Children of a shareholding Member are entitled to become Associate Members.<br><br>\$200 Application fee applies per AM.<br><br>Associate Membership terminates at age of 30. | Members of the Club for at least 15 years may transfer their shareholding parcel to one of their nominated children.<br><br>The transferor Member (now a SAM) enjoys SAM privileges only while the transferee child Member continues to be a shareholder of the Club.                                 |
| Voting Rights                                                                               | Full Voting Rights                                                                                                                                                                                         | No Voting Rights                                                                                                                                                              | No Voting Rights                                                                                                                                                                                                                                                                                      |
| Board Eligibility                                                                           | Yes                                                                                                                                                                                                        | Subject to Non-Member Board eligibility rules                                                                                                                                 | Subject to Non-Member Board eligibility rules                                                                                                                                                                                                                                                         |
| Annual Subscription (2021)                                                                  | \$450                                                                                                                                                                                                      | \$225                                                                                                                                                                         | \$350                                                                                                                                                                                                                                                                                                 |
| Membership Transferable                                                                     | Parcel transferable                                                                                                                                                                                        | No                                                                                                                                                                            | No                                                                                                                                                                                                                                                                                                    |
| In event of death                                                                           | Shareholding becomes part of deceased estate                                                                                                                                                               | Surviving AM spouse will still be allowed AM privileges – expires when the deceased AM would have turned 30.                                                                  | Surviving SAM spouse will still be allowed SAM privileges while transferee child Member continues to be a shareholder of the Club.<br><br>If Member dies before SAM and Member shareholding transfers to a familial sibling, SAM entitlement may continue, otherwise the SAM entitlement will expire. |
| Membership Privileges                                                                       | Personal to the Member                                                                                                                                                                                     | Personal to the Associate Member                                                                                                                                              | Personal to the Senior Associate Member                                                                                                                                                                                                                                                               |
| Membership benefits extend to <u>accompanying</u> spouse/guest and <u>eligible</u> children | Yes                                                                                                                                                                                                        | Yes                                                                                                                                                                           | Yes                                                                                                                                                                                                                                                                                                   |
| Booking Priority                                                                            | Yes                                                                                                                                                                                                        | Yes                                                                                                                                                                           | Yes                                                                                                                                                                                                                                                                                                   |

### Associate Members

- ❖ The opportunity to become an Associate Member is limited to children of a Member and is only available one time per individual Member's Child.

- ❖ Once a Member's Child has elected to become an Associate Member, the Associate Membership must be held continuously until that membership automatically terminates at the age of 30, or the Associate Member acquires a full Membership shareholding.
- ❖ Associate Membership will be cancelled in the event annual subscription fees are not paid by the due date.
- ❖ Following cancellation of an Associate Membership, the relevant individual (and their spouse/children) will be required to pay non-member rates.

### Senior Associate Members

A Member electing to transfer their shareholding to a nominated child must formally apply to become a Senior Associate Member during the share transfer process.

Once a Member has elected to become a Senior Associate Member and transferred their shareholding to their nominated child, the Senior Associate Membership must be held continuously. Senior Associate Membership will automatically cancel and cannot be renewed if:

- annual subscription fees are not paid by the due date; or
- the Membership is transferred to a subsequent party.

Following cancellation of a Senior Associate Membership, the relevant individual (and their spouse) will be required to pay Non-Member rates.

### Member's Children

- ❖ Children are defined as being 6 to 18 years of age and still attending school at the commencement of the period booked.
- ❖ Children under 6 may share a room with both parents gratis but the parents must provide all meals for the child or pay a charge for meals provided (pre-arranged).
- ❖ Member's Children over the age of 18 are encouraged to become Associate Members.
  - Member's Children over the age of 18 who are not Associate Members must pay full non-member adult rates unless they are full time students.
  - Full time students under the age of 25 are entitled to the adult Member rate. Students may be required to produce student identification at the time of booking. If they cannot show proof of being a student, they will be required to pay the Non-Member adult rate.
  - Full time students over the age of 25 must pay full Non-Member adult rates.
- ❖ Members Children are permitted to stay at applicable Member rates without being accompanied by the specific parent who is a Member. Accompanying friends must pay Non-Member rates.